Assessing the Future: Developing Information Technology Skills for New Staff Roles in Academic Medical Libraries

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Purpose: Assess the technology skills of the Medical Center Library staff to plan for expanded roles in the future

Setting & Subjects
• The Medical Center Library serves as the primary information resource for Duke Medicine
• 40 FTE staff members
• Increasing demand for collaborative and educational spaces and services
• Poised for transition to a Learning Resources Center

Results
• Developed list of core and advanced technology skills
• Obtained experience designing and utilizing print and online survey instruments for assessment of skills
• Gained understanding of staff’s current technology skills
• Planned for future training needs

Methodology
• Review job descriptions
• Conduct literature review
• Develop list of core and advanced technical skills
• Develop print and online survey instruments
• Conduct “core skills” pilot survey
• Revise survey and distribute to remainder of the staff
• Analyze results and identify need for additional core skills
• Develop and conduct training program
• Repeat process to develop advanced training program

Future Plans
• Additional skill development for new roles and career advancement
• Update position descriptions and conduct reclassification review
• Strengthen the ability of staff to partner with the School of Medicine
• Prepare for the integration of new services into the Medical Center Library

Feedback
“I don’t know where all the manuals are located.”
“I need to learn how to put things in files and create them”
“I know nothing of the blog discussion”
“No knowledge of virus checkers”
“I know the theory but could use practice/hands-on training”
“I’m never quite sure what password is being requested”
“Could use a refresher on finding available meeting times”